



**STATE OF TENNESSEE  
DEPARTMENT OF COMMERCE AND INSURANCE  
COLLECTION SERVICE BOARD  
500 JAMES ROBERTSON PARKWAY  
DAVY CROCKETT TOWER  
NASHVILLE, TENNESSEE 37243  
615-741-1741 (FAX) 615-253-1179**

**REMEMBER TO TURN OFF ALL CELL PHONES**

**MEETING TO BE HELD AT**

**710 JAMES ROBERTSON PARKWAY  
2nd FLOOR CONFERENCE ROOM**

**MEETING AGENDA**

**September 11, 2008**

**9:30 Call To Order – Bart Howard, Chairman**

- Roll Call – Donna Hancock, Interim Director
- Election of Chairman and Vice Chairman
- Announcements

**9:15 Agenda – Review / Adopt**

- Minutes From July 1, 2008 Adopt

**9:30 Legal Report – Terrance Bond, Staff Attorney**

- Rule Change Discussion

**12:00 Administrative Report – Donna Hancock, Interim Director**

- Complaint Status Report
- 2009 Board meeting Dates
- Review and Discuss Letter From *Higher Education Services Corporation* regarding Requesting an Opinion: "Are out-of-State law firms collecting debt and employing non-attorney debt collectors exempt from license requirement"?

**12:30 Location Manager - Application Review (If Any)**

**12:45 New Business  
Unfinished Business**

**1:00 Adjourn**

Notice: Commission / Board meetings will be conducted by permitting participation of the Commission / Board members by electronic means of communication, if necessary. Any member participation by electronic means shall be audible to the public at the location specified above. Some meetings may be cancelled 30 days prior to the actual meeting. Before planning to attend a meeting, please be certain the meeting is being held as originally scheduled. Unless otherwise noted, all times listed are U.S. Central time.